

## GXO

### Providing nationwide forklift and safety management training for GXO Logistics

GXO is one of the world's largest global contract logistics companies, with approximately 970 warehouse locations, 130k team members and 200 million square feet of warehouse space worldwide. They manage contracts across hundreds of sites nationwide that span across an extensive variety of industry types.

As the scale of its operations suggests, Material Handling Equipment (MHE) forms a huge part of GXO's day-to-day business. Many of the world's biggest organisations rely on MHE to move, load, and ship their goods, and, as a logistics provider, GXO depend on its efficient operation to meet the needs of their contracts.

#### **A preferred supplier for operator and instructor training**

Over 30+ years, Mentor has delivered MHE training to over 800,000 operators across businesses of all types, including high-profile multi-sited organisations like GXO, with sites across the UK. This experience, coupled with our ability to provide nationwide training to recognised standards on a wide range of courses, made us a perfect fit for their needs.

Our courses are approved by leading accrediting bodies, providing customers firm reassurance that they are receiving high quality training. Since we began working with GXO, training has been delivered on forklift trucks of various types and sizes to operators and instructors of all experience levels.

Not only can we provide GXO the training they need, where they need it, but our values are also very closely aligned. Like ourselves, GXO put safety first, and focus on efficiency and performance to deliver results. Our working relationship has allowed them to further streamline booking processes and ensure consistent high standards across their operations to help meet these goals.

#### **E-Learning Solutions**

Working together, we have gone beyond standard operator training to ensure safety is engrained in GXO's wider workforce. They understand the crucial role that managers play in maintaining safe operations day-to-day, and the training necessary to support this, not only as a requirement under ACOP L117, but to ensure efficient operations.



**“Working with Mentor has provided us with benefits that we wouldn't be able to find elsewhere.”**


*Jo Mawditt -  
Operational Training Senior  
Manager at GXO*



GXO have taken on our Managing Forklift Operations course which ensures that those responsible for overseeing lift truck use have the skills and knowledge to recognise and correct bad practice. What's more, this training is available in an e-learning format, allowing GXO's managers and supervisors to access training from anywhere, and fit learning around their busy schedules.

Over 1000 GXO learners have already been enrolled thus far with more to come, as the logistics giant has made the course mandatory as part of its internal auditing process.

By being able to offer GXO a licensed version of the course that comfortably integrates into their own learning management system, they can access completion data and keep track of all progress made. Once again aligning with GXO's values, this game-changing solution utilises technology to help managers improve safety standards via a time and cost-efficient learning format.



**"We have made  
Mentor's e-learning  
course mandatory, which  
is a real testament to its  
quality."**

*Gary Sheward - GXO*

### **Customer service and added value**

As a valued customer, GXO are provided with support services across all aspects of forklift training and safety. To best assist them, they are provided with dedicated booking and support contacts, with all training available to be booked via this same point of contact for convenience.

Regular catchups are conducted with our contacts at GXO via meetings (both face-to-face and online), calls, and on-site visits. Expert technical advice and support are always on hand thanks to our highly experienced and qualified Technical Manager and team.

By working closely with GXO, we have been able to support and improve their booking procedures too. We have helped their training teams to field requests from various contracts via bespoke online enquiry forms and provided wider support for GXO safety and operational excellence initiatives. Our focus on quality and compliance means GXO can be assured that the required training will be booked and delivered efficiently, wherever it is needed in the UK.

Working together, Mentor has deepened its understanding of GXO's needs and values. This has allowed us to cater specifically to GXO and award them with the best possible service that helps to keep their business safe, compliant, and profitable.

**"Mentor supplies us with national coverage, delivered with perfect professionalism.  
The support we receive with our account management is highly beneficial to us."**

*Gary Sheward - GXO UK & Ireland MHE Operational Training & Compliance Business Partner*

### **What can Mentor do for your business?**

Just as we have for GXO, we can provide solutions aligned to the needs of your business. Our unique size and scope allow us to provide market-leading training, support, and value to those we work with. Be assured that, not only will booking your training be quick and easy, but we also take provisions to ensure it runs smoothly and meets all requirements for safety and compliance. Get in touch today to see how we can help you.

*To see what Mentor FLT Training Limited can do for your operations, call 01246 555222 and speak to an advisor today.*